



# EBT NEWS

County of Los Angeles  
Department of Public Social  
Services

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## More about the EBT Card

All participants and Alternate Cardholders (who we know as authorized representatives today) will receive their own EBT card and Personal Identification Number (PIN). Here is what the card looks like:

Front side of card



EBT Card Account Number

Cardholder name followed by the County  
(19), separate family and case numbers

Magnetic stripe

Useful lost card and  
Customer Service  
telephone numbers



Authorized signature line

## Cash EBT: Better for Participants

There are many ways that EBT will improve relations between the Department and our participants. Cash Assistance delivered through EBT is poised to provide many positive outcomes. As we await the decision from the Board of Supervisors, we can examine the many ways Cash EBT may improve benefit delivery.

**RELIABLE** - Electronically distributed benefits are delivered accurately and on time.

**SECURE** - A Personal Identification Number (PIN) ensures that only authorized users access EBT benefits. If the EBT card is lost or stolen, it cannot be used without the participant's PIN.

**CONVENIENT** - Cash can be accessed in a variety of ways and in more locations. Cash can be withdrawn at ATMs. At Point of Sale (POS) locations, cardholders may purchase goods, services or money orders, and receive cash back.

**REDUCED COST** - EBT will provide lower cost alternatives, where available, for accessing cash benefits. Participants will have four cash withdrawal transactions per month without incurring a transaction fee.

**UNIFYING** - EBT introduces participants to the same banking technology that commercial banking customers use, such as ATMs and POS devices. Using a debit-like card moves participants one step closer to mainstream America.

## Card Issuance Made Easier Under EBT

With EBT, issuance of cards will be easier because participants will need only one card that can be issued either in the office or by mail. Further, the requirement for a separate ID card is replaced by participants using their PIN (Personal Identification Number) to access benefits at ATMs and POS (Point of Sale) devices.

Therefore, it will no longer be necessary to issue a TIC (Temporary Issuance Card) and Temporary ID Card in the district office for emergency situations, followed by a mailed PIC (Permanent Issuance Card) and Permanent ID Card for ongoing use.

Instead, all District offices will be equipped with Card Embossers and CAPS (Card Activation PIN Selection) devices so that EBT cards can be created and embossed with the EBT card number, participant's name, and case number. CAPS devices will permit participants to select a PIN when they pick up their EBT card from the Cashier.